



ASD Service Beacon

A regular publication for FSIS field and headquarters employees.

U.S. Department of Agriculture
Food Safety and Inspection Service

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beacon (bē-kən) *noun*

A signaling or guiding device, such as a lighthouse, located on a coast. A source of guidance or inspiration.

DIRECTOR'S CORNER

Improving Customer Service

by Glen Durst

Telephone: 202-720-3551

The core functions of Administrative Services Division (ASD) are varied in scope and technical complexity. They include providing an occupational safety and health program, operating supply systems, leasing facilities, issuing directives, and others. Our Division employees are technically trained in their areas of responsibility. I encourage them to keep abreast of their fields through continuing education and training.

In addition to keeping abreast of their technical responsibilities, ASD employees also need to be adept at providing exceptional customer service. Learning and carrying out this responsibility may be more difficult than knowing the technical aspects of their job. We have discovered an excellent course in the delivery of exceptional customer service, which most of our employees will be taking over the next year. The course covers:

- The vital role of customer-contact personnel;
- How to deal with complaints and angry customers;
- The critical art of listening;
- Building customer goodwill;

- Smart techniques for better communication;
- How to use teamwork as a powerful force; and
- Winning telephone techniques.

As I have stated in this newsletter, I am committed to providing the required services to all of our employees in a user-friendly, timely, and effective manner. We hope to enhance the process by ensuring that all ASD employees have been properly trained to carry out this objective.

OCCUPATIONAL SAFETY AND HEALTH

National Fire Prevention Week October 5 –11, 1997

by Tom Wright

Telephone: 202-720-3845

This annual observance sponsored by the National Fire Protection Association is centered on October 9, the anniversary of the Great Chicago Fire of 1871. The theme for this year is "Know When to Go: React Fast to Fire!" The theme was chosen to emphasize the importance of responding immediately to early warnings of fire. People in public buildings or settings tend to wait and see what others do. A quick and decisive response is often what makes the difference between life and death in a fire. You can't wait until a fire occurs to start developing an

emergency plan. People need to know how to respond to a variety of situations, and that takes planning and training. During October, we urge you to review the emergency procedures for your workplace.

Hearing Protection Devices

Q: I notice that ear muffs and ear plugs have an "NRR" rating. What does this mean?

A: NRR is the abbreviation for noise reduction rating. Manufacturers of hearing protection devices have them tested at an independent laboratory. This is done under ideal conditions with perfect fitting of the devices. In the actual work environment, fittings may be imperfect. In addition, noise exposure at the workplace is measured on the "A" weighted scale and the NRR is measured on the "C" weighted scale. The A-scale analyzes sound much like the human ear does. The C-scale is a near linear (flat) response weighting. The correction factor is -7dB.

Q: How does the NRR affect hearing protection at my workplace?

A: For example, the time-weighted average noise at the workstation is 100 dBA and the NRR for the ear plugs used is 30. Subtract 7dB from 30. Take the remainder (23) and subtract it from

the time weighted average (TWA) (100dBA) which results in 77 dBA. Occupational Safety and Health Administration regulations require that an individual's time weighted daily noise exposure must not exceed 90 dBA over a period of 8 hours. Therefore the employee is protected.

To adjust for workplace conditions, a safety factor of 50 percent of the NRR may be applied. Using the above example, $23\text{dB} \times 50\% = 11\text{dB}$. $100\text{dBA} - 11\text{dBA} = 89\text{dBA}$. The employee is protected.

Q: The time-weighted average noise for my workstation is 87dBA. Why do I have to wear hearing protection?

A: The OSHA standard states that hearing protection must be made available at 85 dBA and mandatory at 90 dBA. It is FSIS policy that hearing protectors must be worn at 85 dBA or higher.

Hazard Detection and Correction
by Harry Thompson
Telephone: 214-767-9104

Accident prevention is a day-to-day employee and supervisor function. Detection of hazards or potential hazards can best be determined at the work site.

Detected hazards and/or unsafe working practices should immediately be brought to the attention of supervisory personnel, requesting correction of the situation. In addition, an FSIS Form 4791-27, Report of Alleged Safety or Health Hazard, should be completed and forwarded in accordance with the instructions on the reverse of each form. Please note that FSIS Form 4791-27 (5/95) has replaced MP Form 431, Potential Accident Hazard, which is obsolete. Also refer to FSIS Directive 4791-12, Reporting and Correcting Occupational Hazards.

SUPPLIES

1-800 Number for Emergency Orders

by Pete Bridgeman
Telephone: 202-720-5743

For emergency supply orders and supply-related or motor vehicle-related inquiries, you may call:

1-800-714-8335

(Note: please plan your regular orders to avoid emergencies. Most legitimate emergencies involve specific export forms. You should give about a 3 week lead-time on your order to allow time for the order form to get to Landover in the mail, 2 to 4 days in Landover to be filled, and 3 to 10 days to get shipped back to you, depending on your location.)
When calling to inquire about an order, please have your Customer I.D. number and Order Number handy to speed up the process.

Government Locks

The new government locks are now available at Landover. The Item Number for ordering the government lock is FSIS-49. In September's *Beacon* we told you that initial orders for the locks would include two keys with each lock. This has changed. Locks ordered from Landover will not include keys - the keys will be available from the District Office. This was changed due to the accountability of the keys. They are all serially numbered, and having them issued out of the District Office will keep series of numbers for districts in sequence, for tracking purposes. Each District Office will establish procedures for the distribution and accounting of keys.

Calendars

1998 Calendars are now available at Landover. There will not be an automatic distribution of calendars to the field - field locations will need

to order your 1998 calendars from Landover. (Exception: District Offices should order directly from GSA).

District Offices - Office Supplies

District Offices should no longer be ordering office-type supplies from Landover. Each District should have a GSA Customer Supply Center Account, and the I.M.P.A.C. Card, for ordering office type supplies. Any orders to Landover for office type supplies from District Offices will be charged to the District Office Management Code - this is your least economical way to get office supplies.

Supply Training Video Update

We have now completed the preliminary script for the video and hope to get it into production in November. Availability will still probably be around February.

I.M.P.A.C. Card For FAIM Supplies

At the National Joint Council consultations in Washington in August, we submitted a proposal to make the I.M.P.A.C. Visa Card for Purchase available to field personnel responsible for FAIM computers for computer supplies. We hope to move forward with this initiative in the very near future. This will add to your convenience in ordering these items, and save the government (and taxpayers) a good deal of money.

Under this proposal, field employees will still have the option of obtaining FAIM supplies through the Landover Service Center. Obtaining and using the IMPAC card will be optional.

Editor's Note: The next three items appeared in the September issue of the Beacon and have been repeated here because of numerous inquiries.

Field Envelopes

The Landover catalog lists FSIS 1400-64 as a field envelope, 9½ x 4 1/8. This envelope is actually a window envelope - for a standard, long white field envelope, the correct item number is FSIS 1400-23.

Landover Envelope

We now have a Landover Service Center-addressed envelope available, form number FSIS 1400-90, for your convenience in mailing orders to Landover.

Services Rendered Forms

Just a reminder that there are currently 2 different forms in use in the field for Services Rendered. If you normally use the FSIS 5110-1T, you need to make sure you order the FSIS 5110-1T, or you will get the FSIS 5110-1. A large number of field personnel still use the FSIS 5110-1; you will get whichever one you order from Landover so please make sure you order the one that you are using.

Correct Use of Project Labeled Sample Shipping Containers

by Cathy Pentz, Eastern Laboratory
Telephone: 706-546-3539

There are several Food Microbiology testing programs that use color-coded sample shipping containers, including HACCP, E. coli 0157:H7, and baselines. There are two things that inspectors can do to help ensure that their sample is routed to the correct laboratory. (Remember, samples shipped to the wrong laboratory are discarded.) First, only use the sample shipping container that has a colored project label designated for the intended type of sample. For example, do not send a food chemistry sample in a container intended for a HACCP sample. Sample shipping containers can be easily ordered from any of the three FSIS laboratories. (See article below.)

Second, use the airbill sent with the shipping supplies or sampling request to make sure that your

sample shipping container is delivered to the correct laboratory. These steps will also make the laboratory's job of sorting and routing the hundreds of samples received daily more efficient.

Ordering Sample Shipping Containers and Related Supplies

If an inspector needs extra boxes or gel packs, they should call one of the three FSIS laboratories. If any inspector or compliance officer finds that they have an abundance of shipping boxes, please return them to one of the laboratories. Other supplies (plastic bags and rubber bands, for example) should be ordered by using Landover Service Center's Form CFPDC-1. The addresses for the three FSIS laboratories are as follows:

USDA, FSIS, Eastern Laboratory
950 College Station Road
Athens, GA 30605

USDA, FSIS, Midwestern Laboratory
4300 Goodfellow Blvd.
Building 105-D
St. Louis, MO 63120

USDA, FSIS, Western Laboratory
620 Central Avenue
Building 2A
Alameda, CA 94501-3874

VEHICLES

Government Vehicle Data Sheets (FSIS Form 2450-6)

by Brian McNiff
Telephone: (202) 720-4162 or
1-800-714-8335

In order to maintain an accurate inventory of all vehicles leased from GSA, it is imperative that our vehicle database reflects the description of the current vehicles assigned to each designated driver. FSIS Form 2450-6 is required to be completed or updated anytime one of the following situations occurs:

- A vehicle is issued to a new driver for the first time;

- A vehicle is exchanged or replaced by the GSA Fleet Management Center (Motor Pool); or
- A vehicle is transferred from one employee to another.

This form is available from this office. If you need one, call us at the 800 number listed above and we'll send it directly to you.

Upon completion of the Vehicle Data Sheet, send it directly to:

USDA, FSIS, ASD, PPMVSS
ATTN: Brian McNiff
ROOM 2157 - SOUTH BLDG
14TH & INDEPENDENCE AVE SW
WASHINGTON, DC 20250-3700

New Vehicle Orders

If you have completed a high mileage commitment requesting a government vehicle for FY98, and you are currently not driving a government vehicle, please call Brian McNiff at the 800 number listed above to verify that a vehicle has been ordered for you. There have been cases where the paperwork was not forwarded to this office.

We have heard of some instances where drivers are signing the commitment to drive a GSA Vehicle, but don't really want a government car (they just want to be able to claim the higher mileage rate while they're waiting for a car to be offered). If you sign a commitment for a government car, and then refuse the car when it is made available to you, you will only be able to claim 10.5 cents/mile reimbursement for the remainder of that fiscal year. So please, only sign the commitment for a government vehicle if you really want one. We will make every effort to get a car to you in a timely manner, and are working with GSA to try to increase the availability of GSA cars for our drivers.

Accident Forms

All government drivers should have an SF-91 form available to complete in the event of a motor vehicle accident. The SF-95 form should be made available to other drivers involved in an accident with a government vehicle. You can obtain these forms from this office - we will accept written, faxed, telephoned or HP Desk requests for these forms. The government vehicle driver must complete and send the SF-91 form to this office and to the GSA Fleet Management Center (where the automobile was obtained) immediately following an accident involving a GSA Vehicle. The other driver is required to complete and submit the SF-95 form if they file a Tort Claim against the Government if the GSA vehicle driver was at fault. If you are involved in an accident with your POV (Privately Owned Vehicle) while on duty, you also need to complete the SF-91 and send it directly in to this office immediately following the accident.

FACILITIES MANAGEMENT

Real Property and Facilities Management: Service to our Customers

by Jo Patterson

Telephone: 202-720-3033

As FSIS undergoes its reorganization, so does the Real Property and Facilities Management Section of ASD. Our aim is to provide you a more comprehensive package of services.

At headquarters, when the customer initiates an office upgrade or relocation, the task will be assigned to one point of contact, a project coordinator. The project coordinator

will offer their expertise in optimizing the utilization of your space; coordinate any construction, painting, carpet installation, or furniture installation; ensure delivery of moving boxes; provide moving instructions and coordinate relocation of your furniture and furnishings; and provide keys, name plates, and a variety of other services. We will also team up with the Automated Information Systems Division to incorporate their services.

In the field, we will administer a real property program dedicated to providing space fully adaptable to the needs and uses of your specific activity. After the acquisition of your space, we will routinely request an evaluation of your site for maintenance, services, building management response time, security, and the amount and arrangement of space to ensure employee well being, comfort, safety, and efficiency of operation. And if any unsatisfactory conditions arise, we will act promptly to ensure they are corrected. We plan to begin field space evaluations this December. Details will be provided in upcoming editions of the *ASD Service Beacon*.

South Building Renovations

The renovation of the third wing is fast approaching. The Department has withdrawn the use of the Reporter's Building for our swing space, so the decision has been made to extend the lease on West End Court and utilize the space for Field Operations.

During construction, the third wing stairwells and elevators will not be accessible except for the use of the stairwells between the lower levels

up to the 1st floor. Passage along the head house and tail house will remain. A portion of Court 3's parking area will be used by the construction contractor and access to the cafeteria will be from the 2nd wing. The department will also provide another egress point in the back of the cafeteria into Court 2's parking area. As details are provided, we will keep you posted.

District Office Status

The Alameda, Minneapolis, Lawrence, Dallas, Philadelphia, Albany, Raleigh, and Atlanta District Offices are established and complete.

The Salem, Boulder, Des Moines (Urbandale), and Pickerington District Offices are established and pending some minor construction.

The Springdale (Fayetteville), Greenbelt (Beltsville), and Jackson (Ridgeland) District Office sites have been identified. We are awaiting the completion of construction and relocation.

The new sites for the Madison, Chicago, and Boston District Offices have not been identified. GSA has identified other potential lessors and hopes to award the leases by the end of October or mid November.

To comment on this newsletter or to submit an article for publication, please write or fax:

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USDA, FSIS, ASD
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Washington, DC 20250-3700
Fax: 202-720-7124

**ADDITIONAL SUPPLY ITEMS
(ADD TO ORANGE SECTION OF CATALOG)**

ITEM NO.	DESCRIPTION	UNIT OF ISSUE
4610	Blue Ball Point Pen, Refillable, Retractable, Fine Point	DZ
4625	Blue Ball Point Pen, Refillable, Retractable, Medium Point	DZ
288	Blue Refill, Fine Point (for Use in Item # 4610 or 3964)	EA
686	Blue Refill, Medium Point (for use in Item # 4625 or 3972)	EA

**ADDITIONAL FORMS AND SPECIALTY ITEMS
(ADD TO GREEN SECTION OF WELCOME KIT CATALOG)**

ITEM NUMBER	DESCRIPTION	UNIT OF ISSUE
FSIS-04BH	Bump-Hats (Now being stocked in Landover)	EA
FSIS-04BHL	Bump-Hat Replacement Suspension Liners	EA
FSIS-04BHS	Bump-Hat Replacement Sweat Band	EA
FSIS-06-PC	Branding Iron - Passed for Cooking	EA
FSIS-07SM	Disposable Latex Gloves, Small	HD
FSIS-12FOAM	Foam EAR Plugs, Cordless (Yellow)	Pair
FSIS-12MUFF	Ear Muffs	Pair
FSIS-41	Cable Car Seals	EA
FSIS-43	White Aprons (for Red Meat Slaughter, only)	EA
FSIS-44	In-Plant File System for Meat & Poultry Establishments	EA
FSIS-44A	Replacement Labels for In-Plant File System	Set
FSIS-45	Disposable Dust Mask	EA
FSIS-46	Blue Aprons for Poultry Slaughter Inspector	EA
FSIS-47	Safety Goggles	Pair
FSIS-48	Lock-out, Tag-out Lock & Key Set	Set
FSIS-49	U.S. Government Lock	EA
FSIS-50-XS	Cut - Resistant Glove - Extra Small (6" hand)	EA
FSIS-50-SM	Cut - Resistant Glove - Small (7" hand)	EA
FSIS-50-MD	Cut - Resistant Glove - Medium (8" hand)	EA
FSIS-50-LG	Cut - Resistant Glove - Large (9" hand)	EA
FSIS-50-XL	Cut - Resistant Glove - Extra Large (10" - 11")	EA
FSIS-51-6	Green Nitrile Protective Glove - 6"	Pair
FSIS-51-7	Green Nitrile Protective Glove - 7"	Pair
FSIS-51-8	Green Nitrile Protective Glove - 8"	Pair
FSIS-51-9	Green Nitrile Protective Glove - 9"	Pair
FSIS-51-10	Green Nitrile Protective Glove - 10"	Pair
FSIS-51-11	Green Nitrile Protective Glove - 11"	Pair
FSIS-52	Flexible Fabric Band-aids - 1" x 3" - 100 per Box	Box
FSIS-53-AS	Aspirin - 100 per bottle	Btl
FSIS-53-AC	Aspirin-Free Pain Reliever (Acetaminophen) - 200/bottle	Btl
FSIS-54-TA	Triple Antibiotic Ointment - 1 oz tube	Tube
FSIS-54-IO	Iodine - Providone Ointment - 1 oz tube	Tube
FSIS 2630-5D	FSIS Memorandum (For Laser Printer) Sheets	Ea
FSIS 2630-5B	FSIS Memorandum (For Laser Printer) Uncarbonized Set	Pkg50
FSIS 2630-28	FSIS Field Letterhead (For Laser Printer)	Pkg50

ITEMS NOT AVAILABLE AT THE LANDOVER SERVICE CENTER

ITEM	WHERE TO GET IT
Stop Watches	We have not received authorization to purchase these for field use by the FSIS program.
Digital Thermometers	These are used for monitoring temperatures of cooked hamburger patties. A number of these were distributed to plants where they were needed several years ago. They cost over \$300.00 each and are not a routine supply item available from Landover. We only carry the small and large pocket thermometers (FSIS-08SM and FSIS-08LG). If you have a need for digital thermometer, please inform your District Office or the Technical Service Center.
District Office Envelopes	These will be stocked at the District Offices, not available from Landover.
Notices, Directives, Publications, Manuals, Regulations	USDA, FSIS, OM, ASD, PMB, PDS Attn: Tom Hughes 1400 INDEPENDENCE AVE SW ROOM 0157 SOUTH BLDG WASHINGTON, DC 20250-3700 Requests for publications should include a justification.

CHANGES

MP-216	Authorization Certificate - Has been replaced by FSIS 5200-7
MP-431	Potential Accident Hazard - Has been replaced by FSIS 4791-27
FSIS 1400-64	Listed as Field Envelope, 9 ½ x 4 1/8 - is actually a "window" envelope – for long white Field Envelope, order FSIS 1400-23
FSIS 2630-13A	Field Letterhead - Has been replaced by FSIS 2630-12
FSIS 5200-5	Obsolete - has not been replaced
FSIS 8080-4	Title Correction - Should Be - "Voluntary Destruction of Human Food Product"
FSIS 8080-6	Title Correction - Should Be - "Personal Use Statement"
FSIS 10,210-1	SIFT Worksheet - unit of issue listed in catalog as EA - should be PAD50